



Towing Response Technology for 911

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How can technology assist in clearing  
roads more quickly?

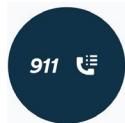


# How Tow Dispatch Works Today

## Current Process



Police radio 911 Dispatch for a tow, giving **varied details** or provide the motorist a list of towing companies.



Dispatchers **call** tow companies **one-by-one** until someone can commit, **even if not the closest** tow operator.



The Motorist and Officer **wait** **blindly** for a tow truck to arrive.

## Known Issues

First tow company **does not answer or declines**, requiring Dispatcher to be **on phone again** to reassign job

Next tow company on the list **may not be available** for the job, impacting time to scene

Dispatchers **cannot visually track status**

Dispatchers **do not have reliable GPS data** for arrival time, but rely solely a tow operator's verbal response

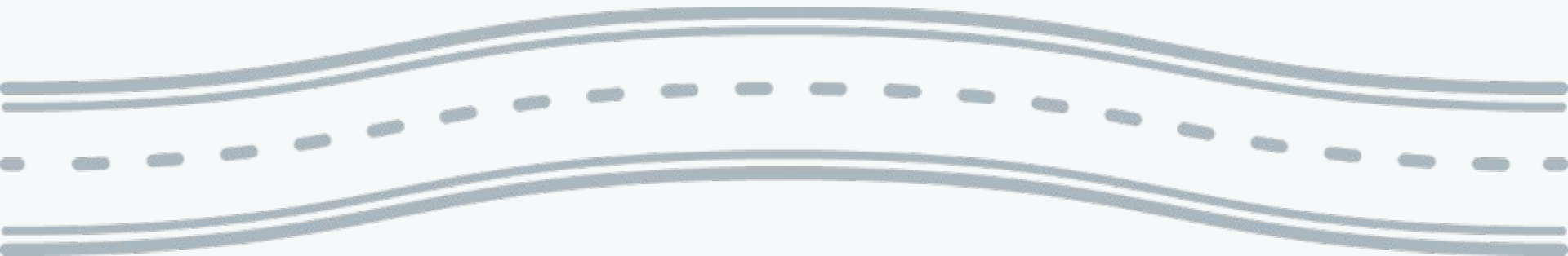
# Solutions to Address Known Issues



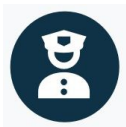
Continue to utilize rotation lists - “Direct Assignment”



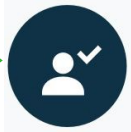
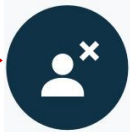
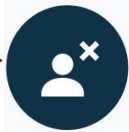
Use the bidding process - “Open Bid”



# Solution 1: Direct Assignment

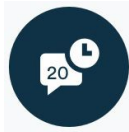


Police radio Dispatch for a tow, giving **consistent details** based on our tow order form.



Dispatchers use a **digital order form** and **assign a job in one click** from the rotation list.

Dispatchers update Police at the incident with ETA based on **actual GPS data**.



The Motorist can **get ETA updates**.

**Digital records** are accessible.

**Eliminates**

unnecessary time on the phone

**Reduces**

communication errors and provides **accurate** ETA

Adds **transparency** to vehicle location and pricing to the motorist

Digital towing records, maintained and accessible to Dispatch & Police, **provide more detail**

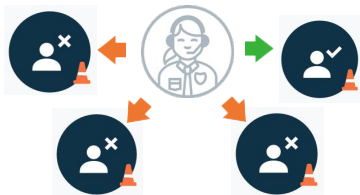
# Solution 2: Open Bid



## Process



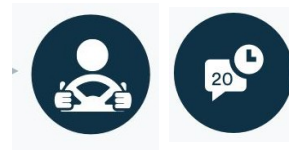
Police radio  
Dispatch for a tow,  
giving **consistent  
details** based on our  
tow order form.



Instead of using a rotation  
list, Dispatchers order a tow  
digitally and **notify all tow  
companies** in one click.

All tow companies can  
**bid for the job.**

Dispatch **accepts the  
best bid** for the job.



The Motorist can  
**get ETA updates.**

**Digital records** are  
accessible.

## Benefits

### Eliminates towing rotation lists

Every towing  
company can bid for  
every job in their  
service area.

### Adds speed

The closest tow can  
be dispatched to  
clear the roadway  
faster.


**Cuts out  
unnecessary time**  
on-scene waiting for  
the tow truck.


Digital towing records,  
maintained and  
accessible to Dispatch &  
Police, **provide more  
detail**

Here is how the solution works!



# Dispatch enters tow details into a single portal

 CURBSIDE SOS



## Order new tow

A tow company will be automatically assigned.

### Specify location

Enter an address or intersection.

+ ADD LOCATION

### Vehicle information

No vehicle information added to incident

+ ADD VEHICLE

### Incident details

Department

Incident number

21-0827-

"XX-XXXX-XXXX"

Incident type

Officer reporting

### Additional remarks

Situational details to pass onto the wrecker.

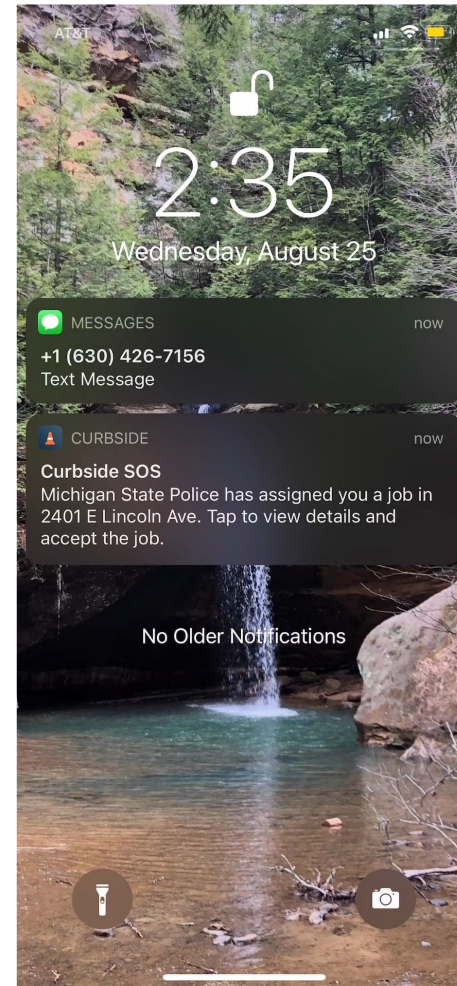
e.g. Flooding at Lake Ave, consider alt route

PREVIEW

CANCEL ORDER



**Tow operators  
review, accept  
and assign  
jobs on their  
mobile device**



# Dispatch & Police Benefits



## Time Saving

Dispatchers can easily order tows without phone calls, freeing them up to take 911 calls.

No more phone tag.

## Safer

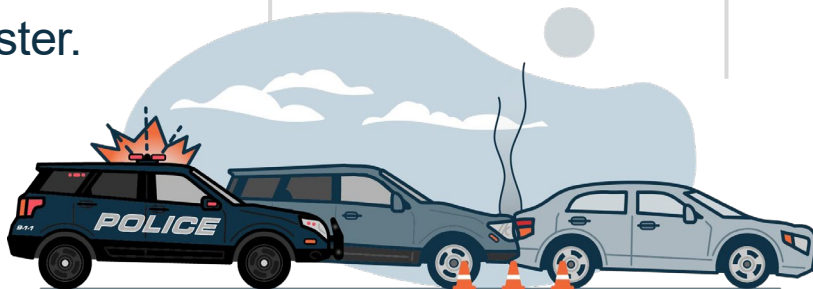
Since we immediately know the closest wrecker based on GPS, we'll get vehicles off the road faster.

## Transparent

Every detail of a job is recorded in our database.

## Free

Curbside is **free** for emergency dispatch organizations and tow companies on police jobs.



# Q&A



# What does Dispatch see?

The image displays four screenshots of the CURBSIDE SOS dispatch interface, illustrating the workflow for creating and managing tow orders.

**Top Row: Order Creation Process**

- Order new tow:** The initial screen where a tow company is automatically assigned. It includes sections for "Specify location" (with a "+ ADD LOCATION" button), "Vehicle information" (with a "+ ADD VEHICLE" button), "Incident details" (Department, Incident type), and "Additional remarks" (Situational details to pass onto the tow company, e.g., Flooding at Lake Ave.).
- Order new tow:** A second view showing the same form with specific data entered: Location (Auburn Hills, MI 48326, Zone 3 — Z3), Vehicle information (White Jeep Compass), Incident details (Department: OCSO - Ottawa County Sheriff's Office, Incident type: Lockout), and Additional remarks (Keys in the vehicle).
- Preview order:** A modal window showing a summary of the order details, including Location, Incident details, Vehicle information, and Additional remarks. It includes buttons for "CONFIRM AND SUBMIT" and "DISMISS".

**Bottom Row: Map View**

- Map View 1:** Shows a list of active tow orders on a map of Detroit. The first order is at 5433 Bellevue St, 1 Vehicle, Lockout, with a Jeep Compass, 15 minutes away, and W's Towing. It is marked "In Progress" (2 min ago). Other orders include 3168 Hendricks St (1 Vehicle, Arrest, Jeep Cherokee, 40 minutes, Kate's Towing) and 2020 14th St (1 Vehicle, Lockout, Waiting for towers). A third order at 1216 Beaubien St (1 Vehicle, Abandoned Vehicle) is marked "Completed" (4 min ago).
- Map View 2:** A similar map view showing the same orders, but with the 3168 Hendricks St order marked "In Progress" (2 min ago) and the 2020 14th St order marked "Open" (3 min ago).

# What do Tow Companies see?

